

MSC Partners Meeting
Tuesday, March 11, 2008
Conference Call

PRESENT: Gloria Langstaff and Nansu Roddy (**Bitterroot Public Library**), Jodi Oberweiser (**Drummond School Community Library**), Kim Crowley and Patty Jones (**Flathead County Library**), Steve White (**Frenchtown High School Library**), Dawn Kingstad (**Glendive Public Library**), John Finn and Colleen Ferguson (**Hearst Free Library**), Sonja Woods and Hannah Nash (**Miles City Public Library**), Ann Rutherford (**Miles Community College Library**), Guna Chaberek (**Mineral County Public Library**), Honore Bray and Claire Morton (**Missoula Public Library**), Ken Adams and Jemma Hackbarth (**Montana Shared Catalog**), Renee McGrath (**North Valley Public Library**), Marilyn Trosper (**Polson City Library**).

The meeting was called to order at 12:07 p.m. by Gloria Langstaff of Bitterroot Public Library. Nansu Roddy took over the meeting when she arrived.

MINUTES: The minutes of the February 12, 2008 meeting were approved as written.

ADDITIONS/CHANGES TO THE AGENDA: Miles City requested the addition of an issue relating to the home mailing project.

MSC TECHNICAL SUPPORT STAFF: Ken Adams introduced Jemma Hackbarth, who began working with Montana Shared Catalog Technical Support on February 23, 2008. She delved right in and has been very busy solving problems. He reminded everyone that Jemma can be reached at 444-0242 / jhackbarth@mt.gov

ON SHELF HOLDS VOLUME: Ken Adams reported that Sirsi Client Care has been notified about the disproportionate number of holds Missoula Public Library has been experiencing. Ken asked if anyone else had experienced a significant change and discussion followed to try to determine the cause. Kim Crowley said she had run some transaction reports and found that her library's borrowing numbers show a marked increase nearly doubling in the past year. It was felt that the issue was not due to the addition of new Partner libraries (North Valley, Mineral County, Frenchtown). Ken plans to investigate the demand management setup for the entire catalog with Sirsi.

NEWS FROM KEN:

Darby Public Library is looking into joining Partners and Amy Fannin has contacted Ken. Ken also attended a meeting in Belgrade with the BridgerNet staff (Bozeman, Belgrade, Three Forks, and West Yellowstone) in which joining Partners was discussed as a possibility.

Butte-Silver Bow Public Library has pulled its application to join the Montana Shared Catalog. They've decided to go with the open source market.

April Teleconference Cancelled: Ken will be absent for the conference call for the April Partners meeting because he will be attending the 2008 Sirsi SuperConference in Detroit. The group suggested cancelling the April meeting since he will not be available. The date may also conflict with travel plans for those who are attending the MLA conference in Great Falls the next day.

Face-to-Face Partners Meeting: After discussion, it was decided to conduct the May Partners meeting in person to coincide with the MSC Spring Meeting. The Partners meeting will be held from 4:30 p.m. to 6:30 p.m. on Thursday, May 1, 2008. Ken will try to arrange for the gathering to be held at the Billings Hotel and

Convention Center, where the MSC Spring Meeting will be. He will apprise the Executive Committee about the Partners meeting so that the two meetings don't conflict.

TRACE REPORTS: Nansu Roddy brought up the issue of trace reports and asked if everyone is following through by searching their shelves for trace items on a regular basis. She noted that, after searching, a decision should be made about whether to remove an item or reorder it. Others concurred that this should be an ongoing process to help Partners and MSC monitor their collections. Jodi Oberweiser added that if an item has been lost, the lending library should notify the borrowing library that it is missing. The borrowing library will then let its patron know and remove the hold.

PARTNER MEMBER REQUIREMENTS: Ken Adams noted that some libraries have had difficulty with the transit of books and crates. This is due to a variety of causes, including inadequate bus service and lack of funds. Discussion followed with the following points:

- Libraries having trouble with transit issues need to notify Montana State Librarian Darlene Staffeldt that small, rural library patrons are not getting the same services as those from larger libraries. Not having a statewide courier system is a big issue. Communicating directly with Darlene will enable her to inform the State Library Commission and Legislature.
- Partner guidelines already state that individual libraries must have a stable and reliable transit system in place before joining.
- If there is no courier available, items should be mailed.
- New libraries should be notified that they will see a large increase in postage costs. They should also be aware that the first year as a member is the most difficult.
- A compilation of shipping costs for Partner libraries would be a helpful tool for libraries considering joining.
- Even one library that does not ship items frequently affects the entire holds system.
- *Symphony* will not help this particular difficulty.
- It is important to be flexible to allow for occasional 'glitches' in various transit systems.
- Even with the best of intentions, volunteer courier services can change and/or break down.
- Perhaps the Partner Guidelines need to be adopted as Procedures so that everything is clear from the beginning.

Further discussion followed regarding the shortage of funds for shipping being experienced by Mineral County Library. Currently one crate per week is being sent; volunteers deliver others. Mailing by USPS is too expensive for the volume being requested. Some Partners felt that one crate per week is inadequate, since patrons have to wait so long for their requested items. Others felt it defeats the purpose of Partners for any library to withhold its new books from Partners to serve its own patrons. Suggestions for the Mineral County Library were as follows:

- Request monies from the county commissioners for four shipments per week at budget time.
- Hold a special fundraiser for transit costs.
- Take transit funds from the book budget and use other sources to obtain books.
- Discontinue the practice of holding back new books.
- Consider waiting until funding is in place before taking part in Partners.

ACTION: Ken Adams and Guna Chaberek will discuss the transit issues and decide upon a resolution. Ken will then e-mail this resolution to all other Partner Libraries. Ken was reminded to compile the postage costs from the information Partner libraries previously sent him. The Contact List also needs to be updated to include new members (alphabetical order) and to add the float return user ID's for each member.

HOME MAILING PROJECT: Sonja Woods and Hannah Nash noted that Miles City Public Library (MCPL) is erroneously receiving many items coded for the MTSC home delivery pilot project. They asked for everyone to alert library staff to watch codes carefully to avoid errors.

MEETING FACILITATOR CHANGE: Nansu Roddy thanked everyone for allowing her to be facilitator for the Partners group and announced that Sonja Woods has volunteered to take over the position. Sonja will also create the meeting agendas. Nansu will pass along the necessary information.

Minutes for the next meeting will be provided by Bitterroot Public Library.

The meeting adjourned at 1:12 p.m.

Respectfully submitted,

Marilyn

Marilyn Trospen
Polson City Library